

The Gray Notebook

Lite

WSDOT's quarterly performance report on transportation systems, programs, and department management

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GNB 39 Excerpts

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This *Gray Notebook Lite* provides highlights and performance topics selected from the *Gray Notebook*, WSDOT's quarterly performance report. This edition includes highlights from the annual Asset Management, Air Quality, and Noise Quality reports, as well as the semi-annual Freight Rail update. This edition also highlights analysis from the 2010 Congestion Report.

An insert provides updated figures for the 2003 Nickel, and the 2005 Transportation Partnership Account project delivery programs. A second insert provides information on the projects funded and supported by the 2009 American Recovery and Reinvestment Act.

An electronic copy of the *Gray Notebook Lite* as well as the complete edition of the *Gray Notebook* can be found at www.wsdot.wa.gov/Accountability/GrayNotebook/default.htm

Performance highlights from WSDOT's 2010 Congestion Report

The 2010 Congestion Report examines 2009 calendar year data, focusing on the most traveled commute routes in the central Puget Sound region, and where data are available around the state. The Congestion Report's detailed analysis shows where, how much, and when congestion occurs, and other trends on the state highway system.

Economic recession and WSDOT's *Moving Washington* projects and strategies helped reduce congestion in 2009

The dynamics of the economic recession and the completion of numerous *Moving Washington* projects helped reduce congestion on

state highways in 2009. Overall individuals in Washington traveled over 200 miles less in 2009 compared to 2007 with per capita vehicle miles traveled (VMT) dropping from 8,799 miles to 8,467 miles. Statewide, travel delay on state highways declined by roughly 21% in 2009 compared to 2007. On major central Puget Sound corridors, travel delay was reduced by 38%. Commute times and reliability also improved on most of the observed high-demand commute routes in the central Puget Sound area.

Below are a selection of key performance indicators provided in the 2010 Congestion Report. The complete report is available at: www.wsdot.wa.gov/Accountability/Congestion/2010.htm.

Key performance indicators from the 2010 Congestion Report



Measure	Trend	Status
Statewide indicators: percent system congested, hours of delay, and vehicle miles traveled		
Total statewide delay: Statewide delays, relative to posted speeds and maximum throughput speeds (70%-85% of posted speed), decreased by 15% and 21% respectively. The reduction in delays indicates that many highways across the state became less congested between 2007 and 2009.	Total statewide vehicle hours of delay declined by 21% relative to maximum throughput speeds	
Per capita delay: On a statewide per capita basis, between 2007 and 2009, delay was reduced from 4.9 hours per person, per year to 3.8 hours per person, per year, as measured using maximum throughput speeds.	Per capita delay declined by 22% between 2007 and 2009 relative to maximum throughput speed	
Percent of the system congested: Roughly 5.6% of state highways (in lane miles) were congested in 2007, meaning they dropped below 70% of posted speeds. This measure dropped to 5.2% in 2009, mirroring the decrease in travel seen throughout the country. As expected, most of the congested state highways are in urban areas.	Percent of state highways that are congested show a 0.40% decrease from 2007 (5.6%) to 2009 (5.2%)	
Vehicle miles traveled (VMT): Total VMT on all public roads dropped by 0.9% between 2007 and 2009 while it increased by 1.8% between 2008 and 2009. VMT on state highways dropped by 1.6% between 2007 and 2009 while it increased by 2.3% between 2008 and 2009. Associated with this, statewide (all public roads) per capita VMT dropped by 3.6% between 2007 and 2009 while improving by 0.3% between 2008 and 2009.	Per capita VMT on all public roadways declined by 3.6% between 2007 and 2009.	
Additional performance analyses for the high-demand Puget Sound commute routes		
Average peak travel times: Average peak travel times improved on 31 of the 38 surveyed high demand commute routes between 2007 and 2009, with improvements ranging from one to 16 minutes. Average travel times increased on three SR 520 eastbound evening commutes by several minutes (Seattle to Bellevue, Seattle to Redmond, and Bellevue to Redmond) during the same period and remained unchanged on four.	Average peak travel times improved on 31 commutes, remained the same on four, and became worse on three when comparing 2007 to 2009.	
95% reliable travel times: Between 2007 and 2009, 28 of the 38 high demand commutes saw improvements in 95% reliable travel time, with improvements ranging from one to 21 minutes. Six commutes saw reliable travel times worsen between one and six minutes, while 95% reliable travel times remained unchanged on four commutes.	Average peak travel times improved on 28 commutes, remained the same on four, and became worse on six when comparing 2007 to 2009.	
High Occupancy Vehicle (HOV) lane performance		
HOV Lane reliability standard: The reliability standard requires the HOV lane to maintain a speed of 45 mph for 90% of the peak hour. Eight of 14 HOV commute corridors met the reliability standard in 2009. Of the six that did not, five of the seven evening peak commutes have such high traffic volumes that the corridors are below the HOV performance standard; one of the seven morning peak commutes is also below the performance standard.	Eight of 14 HOV commute corridors met the reliability standard in 2009.	
Person throughput: Most HOV lanes continue to be more effective at moving more people during peak periods than general purpose (GP) lanes. At the monitoring locations, the average HOV lane carries about 33% of the people on the freeway in the morning and evening peak periods. At six of the ten monitoring locations, HOV lanes move more people than adjacent GP lanes.	HOV lanes carry more people on average than the general purpose lanes at six of 10 monitoring locations in the central Puget Sound.	
HOV lane travel times: Average travel times and 95% reliable travel times are almost always faster in HOV lanes than in GP lanes. In 2009, average HOV travel times beat GP lane travel times on 39 out of 48 instances. Fortyfour HOV routes provide better 95% reliability travel times than their GP counterparts.	In terms of average travel time, HOV lanes are faster than GP lanes in 39 of 48 routes	

To view all of the 2010 Congestion Report's key performance indicators, please see pp. 5-7 of the 2010 Congestion Report.

WSDOT's Capital Project Delivery Program

Highway Construction: Nickel and TPA Project Delivery Performance Overview

As reported in last quarter's *Gray Notebook* 38, WSDOT has been refining the reporting format and information provided to communicate performance results in delivering the 2003 Nickel and 2005 TPA transportation packages in the Beige Pages.

Dashboard shows progress against 2010 Transportation Budget and includes individual programmatic and bucket projects

The 2010 Supplemental Transportation Budget signed into law by Governor Gregoire on March 30, 2010, directs WSDOT to develop and construct a specified list of projects in the course of the biennium. The greater part of these line-item projects were itemized in the original 2003 and 2005 Nickel and TPA programs. When the 2011 Transportation Budget is approved, the list and number of projects for the 2011-2013 biennium will very likely change the total project number and value of the program. WSDOT will provide details of the new budget in a future edition of the *Gray Notebook*.

The Beige Pages' tables show individual "unbundled" projects from programmatic budget items (such as the Bridges Seismic Retrofit Program), as well as subprojects within mega-projects (such as the Alaskan Way Viaduct project). The total combined number of projects in WSDOT's capital project delivery program is 421, as shown in the table below.

Capital projects executive summary of project number and value

Program element	Number of projects	Value of program (\$ in thousands)
Projects completed in earlier biennia that are <i>not</i> included in the current Transportation Budget	70	\$239,794
Projects completed that <i>are</i> included in the current Budget	212	\$3,530,446
Subtotal of completed projects	282	\$3,769,331
Projects included in the current Budget that are not yet completed	139	\$11,767,250
Total	421	\$15,537,181

Data source: WSDOT Capital Program Development & Management.

On time and on budget performance on individual projects remains steady

WSDOT's cumulative capital program delivery performance remained steady: 84% of all 212 projects have been delivered on time and on budget through the first quarter of fiscal year 2011 (FY 2011). Eleven projects were completed in the quarter ending September 30, 2010; all were completed within the current approved budget, and 82% were early or on time. One project was delayed one month to align its opening date with a ribbon-cutting ceremony organized by Snohomish County.

Fifty Nickel and TPA projects are currently under construction, with 36 of those projects advertised for construction in the biennium to date. No new projects were awarded in this quarter. Twenty-three projects are scheduled for advertisement for construction bids between October 1, 2010, and March 31, 2011; 78% of these will advertise on schedule.

Project Delivery Highlights

WSDOT has completed 10 projects so far in the 2011-2013 biennium, and a total of 282 projects that were shown in previous or current Transportation Budgets.

89% of all Nickel and TPA projects were completed early or on time, an improvement of 2% on last quarter.

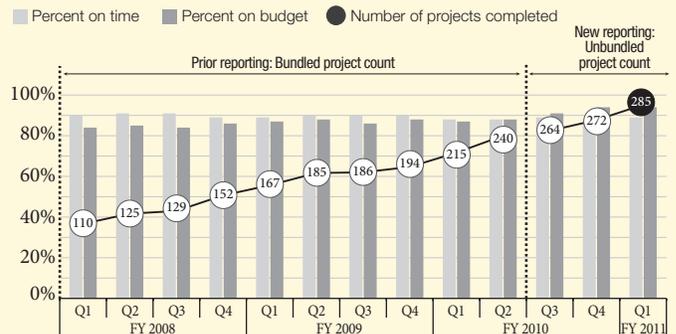
94% of Nickel and TPA completed projects combined were on or under budget, unchanged from last quarter.

84% of Nickel and TPA completed projects were both on time and on budget, an improvement of 1% on last quarter.

For details of WSDOT's Federal Recovery Act-funded projects, please see pages 34-38.

Cumulative on time and on budget performance of Nickel and TPA projects

280 of 421 projects completed as of September 30, 2010



Data source: WSDOT Capital Program Development & Management.

Current 2011 Legislative Transportation Budget Performance Dashboard: Highways

Highway construction performance dashboard

As of September 30, 2010; Dollars in thousands

Combined Nickel and TPA programs	Number of projects	Value of program
Projects completed in earlier biennia that <i>are not</i> included in the current Transportation Budget	70	\$239,485
Projects completed that <i>are</i> included in the current Transportation Budget	212	\$3,530,446
Projects included in the current Transportation Budget but not yet completed	139	\$11,767,250
Total number of projects¹ in Improvement & Preservation budget²	421	\$15,537,181
Schedule and Budget Summary: Results of completed projects in the current Transportation Budget detailed on page 42-43.		
		Combined Nickel & TPA
Number of projects in current Transportation Budget completed to date: 2003 – September 30, 2010		212
Percent completed early or on time		89%
Percent completed under or on budget		94%
Percent completed on time and on budget		84%
Baseline estimated cost at completion		\$3,530,446
Current estimated cost at completion		\$3,479,410
Percent of total program over or under budget		-1% Under
Total number of projects completed in 2009-11 biennium to date	68	
Percent completed early or on time		93%
Percent completed under or on budget		97%
Percent completed on time and on budget		90%
Baseline estimated cost at completion this biennium		\$1,307,275
Current estimated cost at completion this biennium		\$1,258,738
Advertisement Record: Results of projects entering into the construction phase or under construction detailed on pages 44-47.		
		Combined Nickel & TPA
Total cumulative number of projects in construction phase to date, 2003 – September 30, 2010		50
Percent advertised early or on time		80%
Total number of projects advertised for construction in 2009-11 biennium to date	36	
Percent advertised early or on time		92%
Projects To Be Advertised: Results of projects now being advertised for construction or planned to be advertised, detailed on page 48.		
		Combined Nickel & TPA
Total projects being advertised for construction bids October 1, 2010 – March 31, 2011		23
Percent on or better than anticipated advertisement schedule		78%

Budget status: 2009-2011 biennium

Dollars in thousands

Budget amount for 2009-2011 biennium	WSDOT biennial budget
	\$3,234,650
Actual expenditures to date 2009-2011 biennium	\$1,466,788
<i>Total 2003 Transportation Funding Package (Nickel) expenditure</i>	\$396,147
<i>Total 2005 Transportation Partnership Account (TPA) expenditure</i>	\$759,592
<i>Total Pre-Existing Funds (PEF) expenditure³</i>	\$311,049

Data source: WSDOT Capital Program Development & Management.

1. This project total has been updated to show "unbundled" projects which may have been previously reported in programmatic construction program buckets (such as Roadside Safety Improvements or Bridges Seismic Retrofit). See page 39.

2. Per the 2005-2007 Transportation Budget, Section 603.

3. For full details of the PEF program, see pages 67-70.

Recovery Act Reporting

The 2009 American Recovery and Reinvestment Act (Recovery Act) provided Washington with more than \$1 billion in transportation funds to preserve and expand the transportation system while helping create and retain jobs during the national recession. Washington and its local governments received \$492 million for highway projects, \$179 million for rail projects and won competitive grants for \$590 million for high speed rail projects and \$65 million in TIGER grants for road projects in Seattle and Spokane.

Through September 30, 2010, WSDOT and local governments have completed more than 150 highway projects, and certified 75 more to use the remaining funds. In the quarter, WSDOT completed preservation projects on I-5, US 195, US 97, SR 503, and SR 26, and built a new passing lane on US 97, while local governments completed more than 20 projects.

All Washington Recovery Act highway funds now obligated

WSDOT met a September 30 deadline to finish obligating all surplus Recovery Act dollars to new or existing stimulus projects. In all, 219 individual projects and two statewide programs to install median cable barriers and centerline rumble strips have been certified to receive Federal Highway Administration (FHWA) Recovery Act funds.

WSDOT and local governments have taken advantage of low bids on stimulus projects to add 40 projects to the original list of 179 individual projects and two statewide programs. Twenty-one of these additional Recovery Act projects are now complete.

As work has now been completed on over 70% of the Recovery Act highway projects, construction crews continue working to deliver high priority projects across the state, including interchange improvements to I-5 in Clark County and I-82 in

Yakima County, as well as new I-5 HOV lanes in Pierce County and the I-405/NE 8th to SR 520 – Bellevue Braids project in King County.

Between July 1 and September 30, workers on FHWA Recovery Act projects earned \$24.2 million working more than 632,000 hours on the job. Projects receiving FHWA stimulus funds have provided more than \$130.1 million in payroll on state and local projects since the Recovery Act's passage in February 2009. With more projects completed and fall weather taking hold, hours and payroll related to highway stimulus projects are expected to decline.

WSDOT receives new High-Speed Rail grants

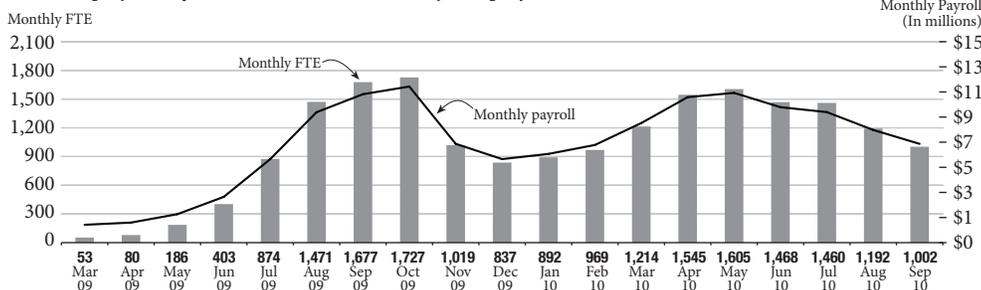
Washington received \$31 million more in October for high-speed rail improvements on the Pacific Northwest Corridor. The new grants, in addition to the \$590 million announced in January, provide funding for specific projects to improve stations and route reliability.

The grants awarded Washington \$18.2 million for seismic retrofits to the King Street Station and its clocktower in Seattle and \$9 million to convert a temporary platform at Sound Transit's Tukwila Station into a full-service station platform for commuter and Amtrak *Cascades* trains. Another \$3.3 million was awarded to build sidings – passing lanes for trains – in Mount Vernon to improve speed and reliability for freight and passenger trains between Seattle and Vancouver, B.C. The remaining \$400,000 will be spent developing a rail plan integrating freight and passenger service.

The latest grants were awarded as part of a \$2.4 billion national investment in the 2010 budget for high-speed rail programs and required 20% matching funds from states. The awards were in addition to the \$8 billion included in the 2009 Recovery Act.

Recovery Act employment

Total employment for State and Local Recovery Act projects*



* Due to the nature of construction work and firms working on multiple ARRA projects, a count of the number of employees may include double counting (employees working on multiple projects) and cannot be used as a "head count" of individual employees. Federal guidelines direct states to report full time equivalents (FTE) employed by state and local Recovery Act projects. WSDOT calculated these numbers based on a standard 2,080 hour work year which is equivalent to 173 hours each month.



This Recovery Act-funded project paved a section of I-5 in Lewis County.

Recovery Act Reporting, continued

New TIGER II awards announced in October

In October, LaHood announced 75 projects across the country receiving the TIGER II grants for transportation projects. Three Washington local governments won \$45 million as part of this program, funded by \$600 million in federal transportation funds in the 2010 budget.

- King County won a \$34 million grant to help pay for the \$131 million replacement of the South Park Bridge.
- The Port of Vancouver won a \$10 million grant for its West Vancouver Freight Access Project.

- Franklin County won a \$1,010,000 grant for the East Foster Wells Road Extension project.

Original TIGER projects now under construction

U.S. Transportation Secretary Ray LaHood visited Washington in early September to attend the groundbreakings of two Washington projects that won \$65 million in Recovery Act grants in a competitive grant process earlier this year. In Seattle, the city began construction on its Mercer Corridor Improvements project, while WSDOT began building southbound lanes for the North Spokane Corridor in Spokane.

Recovery Act-funded highway projects through June 30, 2010

Number of projects by jurisdiction; dollars in millions

Project information	State	Local	Total	Notes
Individual highway projects	49	170	219	State projects specified in the Legislative Evaluation & Accountability Program (LEAP) list. Seventeen state and 23 local projects were added to the list and received federal approval. Six local projects are no longer receiving funds.
Certified by Governor	49	170	219	Governor must certify that projects were reviewed and represent an appropriate investment of taxpayer dollars. Including the two safety buckets separated below, 221 projects have been certified.
Projects advertised	49	165	214	
Contracts awarded/Under construction	47	162	209	
Projects completed	34	123	157	This is an increase from 123 reported complete as of June 30, 2010.
Financial information	State	Local	Total	Notes
Recovery Act dollars provided	\$340	\$152	\$492	\$4 million in state enhancement funds provided to locals. While WSDOT controls \$340 million, its total obligation authority was \$344 million.
Recovery Act dollars obligated to date	\$340	\$152	\$492	Obligated dollars represent projects approved by the Federal Highway Administration with an executed project agreement. All funds were obligated by the September 30, 2010 deadline.
Total cost of obligated projects	\$828	\$800	\$1,628	Also includes non-Recovery Act leveraged fund sources; represents total project funds positioned to enter the economy.

Data source: WSDOT Capital Program Development & Management Office, Highways and Local Programs Office. Data as of June 30, 2010.

Note: Project totals are cumulative, so "advertised projects" include projects awarded and completed, and "projects awarded" include projects already completed.

Recovery Act-funded state highway 'bucket' projects through June 30, 2010

Number of bucket projects by type; dollars in millions

Project status	Rumble strips	Cable median barrier	Total
Certified by Governor	28	13	41
Projects advertised	28	13	41
Contracts awarded / Under construction	28	13	41
Projects completed	28	11	39
Financial information			
Funds available for buckets	\$2.5	\$7.1	\$9.6
Recovery Act dollars obligated	\$2.5	\$7.1	\$9.6
Total cost of obligated projects	\$3.0	\$11.5	\$14.5

Data source: WSDOT Capital Program Delivery & Management Office.

Recovery Act project definitions and notes

Tier 1 Priority shovel-ready projects selected for Recovery Act funding.

Tier 2 The projects originally selected for funding with Recovery Act surplus funds and/or additional Recovery Act funds.

Tier 3 Additional projects identified in December 2009 to receive surplus Recovery Act funds.

Bucket projects State projects using Recovery Act funds to address programmatic safety priorities statewide.

Obligated funds An obligation is a commitment—the Federal government's promise to pay the State for the Federal share of a project's eligible cost. This commitment occurs when the project is approved and the project agreement is executed. Obligated funds are considered "used" even though no cash is transferred.

Next Obligation deadline: Funds that were obligated by March 2, 2010 can be removed and obligated to other projects by September 30, 2010. Some funds may be moved as contracts are closed and following favorable bids.

Newsletter: The latest information on stimulus projects is at www.wsdot.wa.gov/funding/stimulus/newsletter.



Moving Washington

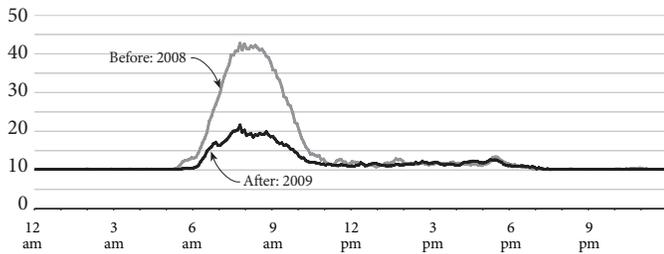
Both the 2010 Congestion Report and the September 30, 2010, *Gray Notebook* 39 contain highlights of WSDOT’s program to fight congestion, *Moving Washington*. The program’s three strategies are operate efficiently, manage demand, and add capacity strategically. Included here are per-

formance highlights from the programs and projects WSDOT has developed as part of this program to fight congestion.

Add Capacity Strategically WSDOT plans projects strategically by targeting the worst traffic-flow bottlenecks and chokepoints in the transportation system. The 2010 Congestion Report includes Before and After analysis for seven projects on I-205, I-405, SR 18, and SR 518. For the I-405 projects, the added capacity has resulted in shorter and more reliable travel times, even as demand (volume) has increased. See pp. 56-61 of the 2010 Congestion Report for Before and After analysis of select capacity additions.

Before and After travel times from capacity additions on I-405 northbound from SR 167 to NE 12th Street

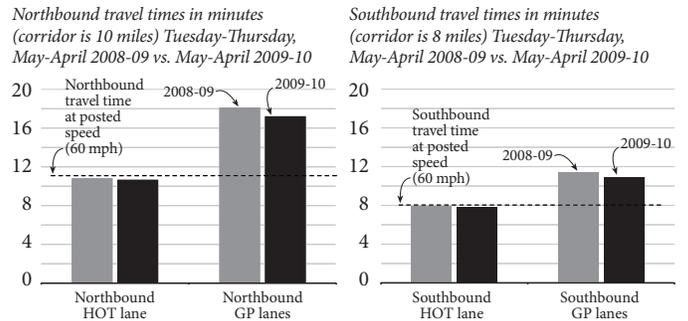
Travel time in minutes, corridor is 10.2 miles
Tuesday - Thursday average, October 2008 and 2009



Data source: WSDOT Northwest Region Traffic Office.

Operate Efficiently New technologies like Active Traffic Management (aka ‘Smarter Highways’) and programs like Incident Response and the SR 167 High Occupancy Tolling (HOT lanes) allow WSDOT to operate the existing highway system much more efficiently. The HOT lanes are becoming more popular because they offer users the fastest and most reliable travel times on SR 167; for WSDOT, HOT lanes help to better distribute increased volume across all three lanes of SR 167. See pp. 47-54 of the 2010 Congestion Report for more information.

SR 167 peak-hour speeds for HOT and GP lanes



Data source: WSDOT Northwest Region Traffic Office.

Note: Travel time is an average of morning (7-8 am) and evening (4-5 pm) peak periods.

Manage Demand WSDOT’s Commute Trip Reduction (CTR) program continues to help workers and their employers develop and use alternative commute options to driving alone. Washington is one of only two states in the U.S. to see its share of the drive-alone rate decline in the last few years, and has the largest vanpool system in the country. See pp. 55 of the 2010 Congestion Report for more information.

Environment

Air Quality Annual Report

WSDOT partners with other local organizations and businesses in Washington to manage regional air quality. The 2010 Air Quality annual report details the status of areas in Washington designated by the U.S. Environmental Protection Agency (EPA) as having exceeded the National Air Quality Standards. Currently, nine of the 10 areas are in ‘maintenance’ meaning they have not exceeded federal air quality standards for certain pollutants. The Wapato Hills/Puyallup River Valley was designated as ‘non-attainment’ for failing to meet the national standard for 24-hour fine particulate matter (PM_{2.5}). WSDOT’s efforts to maintain air quality ensure that the agency will remain in good standing with the federal government when seeking future funding and project approval for transportation projects. This year’s report also profiles some of the latest efforts by Washington State Ferries to reduce fuel consumption and emission contributions in Puget Sound. The entire report is available on pp. 24-25.

Noise Quality Annual Report

WSDOT works to mitigate noise emitted from the transportation system and projects. WSDOT’s most visible strategy to combat noise is the construction of noise walls, typically where noise exceeds the federal level of 66 A-weighted decibels. The type of construction project, however, dictates the noise abatement strategy. Since the last annual report, WSDOT constructed one quarter-mile of Type 1 noise wall (for new and expanded highway construction) and one-half mile of Type 2 noise wall (retrofitting of existing noise wall or other noise barriers). As of September 30, there are more than 86 miles of noise barrier statewide. The Noise Quality article also provides an annual update on quieter pavement results. The SR 520 – Medina vicinity test section continues to show seasonal differences in sound intensity (lower in the summer, higher in the winter), but the quieter pavement is, on average, measurably louder three years after testing began in June 2007. The entire report is available on pp. 26-27.

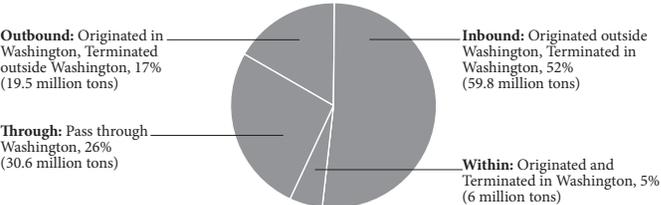
Freight Rail Semi-Annual Update

The semi-annual freight rail update provides current traffic statistics for all freight rail operations as well as the state’s Grain Train program. In 2008, freight railroads operating inside Washington carried 116 million tons of freight over 3,604 miles of corridor. As a global gateway state, 52% (59.8 million tons) of the total freight rail movement is inbound goods heading for export through state ports and an additional 5% (six million tons) originated and was exported from Washington.

To aid Washington producers, the state’s Grain Train program helps transport grains to market and for export. For the third quarter of 2010, there were 495 Grain Train carloads, up from 381 in 2009 and 291 in 2008. WSDOT recently added 29 additional Grain Train cars to the program to meet the increased demand over the last few years. Since 2006, Washington has also added refrigerated cars to help transport frozen meats and produce to other states. The refrigerated car program has an average utilization rate of 54% as of September 30, 2010. Frozen vegetables account for 71% of the products transported in the refrigerated cars since the program began. The report is available on pp. 30-32.

Rail Freight Movement

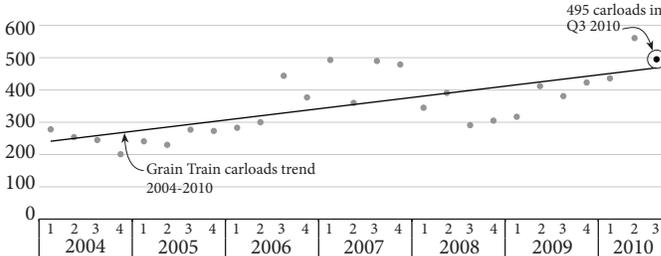
In millions of tons, 2008



Data source: WSDOT State Rail and Marine Office.

Washington State Grain Train carloads

Carloads per quarter, 2004-2010



Data source: WSDOT State Rail and Marine Office.

Preservation

Asset Management: Intelligent Transportation Systems Preservation Annual Report

WSDOT’s Intelligent Transportation Systems (ITS) are critical tools for operating the transportation system efficiently. The annual Asset Management report on ITS covers the growth in the number of ITS systems in WSDOT’s inventory as of September 30, 2010. New for this year’s report is the inclusion of ‘Smarter Highway’ Gantries (53 systems): LED signage used for automated traffic management on I-5 and I-90 in Seattle (see pp. 48-49 of the 2010 Congestion Report for more information). WSDOT also added 144 closed circuit television cameras in 2010, the largest systems increase among the seven ITS categories. In addition to inventory growth, the report explains some of the factors that affect WSDOT’s ability to meet the cost and scheduled maintenance of ITS. The entire report is available on p. 6.

Mobility

Washington State Ferries Quarterly Update

This quarter’s Washington State Ferries (WSF) update includes a number of significant changes to how and why the Ferries division reports its seasonal performance. These changes will better reflect how the division manages its operations, and also report results that relate to the users’ experiences. For ridership and revenue, WSF will now report on a seasonal quarter-to-quarter basis, comparing actual vs. planned levels, as well as farebox recovery. Service reliability improved, with 138 missed trips versus 239 in the first quarter of fiscal year (FY) 2010. The system average reliability was 99.7%. The average number of complaints increased to 8.3 for every 100,000 customers: 14% of the increase was due to a galley closure on the Hyak. On-time performance dropped to 83% for the quarter compared with 86% in the previous fiscal year. The average sailing delay is shorter, improving by 8% (from 5.0 minutes past the on-time window in FY 2009 to 4.6 minutes in FY 2010). The entire report is available on pp. 17-20.

How to find performance information

The electronic subject index on line gives readers access to current and archived performance information. This comprehensive index is easy to use and instantly links to every performance measure published to date. Measures are organized alphabetically within program areas. A click on the subject topic and edition number provides a direct link to that page. A copy of the subject index is also provided in the back of each *Gray Notebook* edition. To access the index electronically, visit: www.wsdot.wa.gov/Accountability/GrayNotebook/SubjectIndex.htm

The information presented here is a snapshot of what you’ll find in the full version of *Gray Notebook 39* and the 2010 Congestion Report. The full *Gray Notebook* for the quarter ending September 30, 2010 is available at: www.wsdot.wa.gov/Accountability/GrayNotebook/default.htm, and the 2010 Congestion report is available at: www.wsdot.wa.gov/Accountability/Congestion/2010.htm.

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